

UNIVERSITY OF KENTUCKY BOARD OF TRUSTEES

Melissa Frederick, Vice President and Chief Human Resources Officer



UK INVESTS FOR EMPLOYEES

Expanding to Employees

Our greatest investment is in our people – their purpose, well-being and potential.

After launching to students, we are now expanding to help our faculty and staff:

- Strengthen their understanding of money.
- Learn important skills that advance their careers.
- Provide greater financial security.

Vision behind UK Invests for Employees

Empowering potential

- Supporting employee well-being

Investing in employees' futures

- Talent, skills and long-term financial success

Partnership for growth

- Putting resources directly into employees' hands to reach their goals

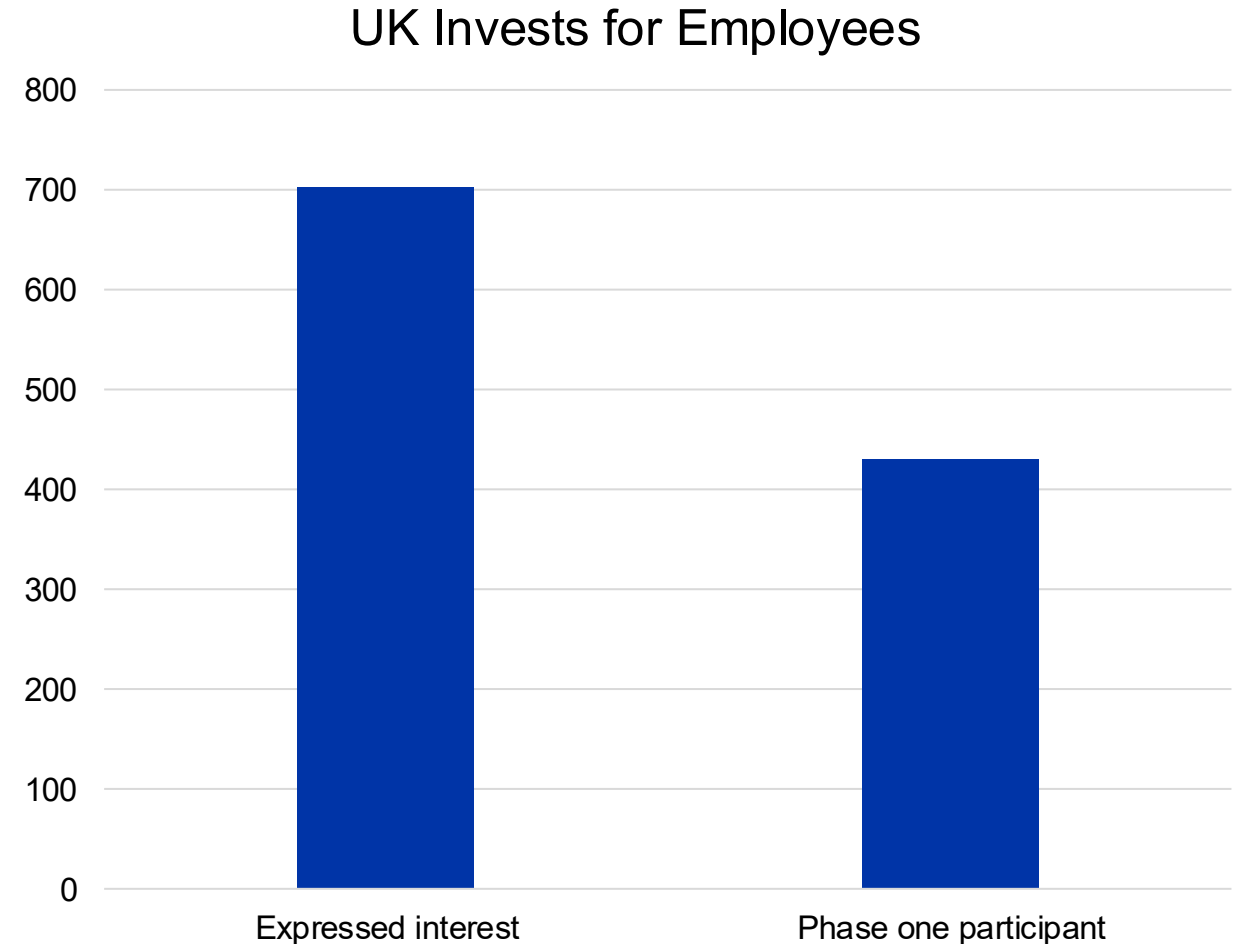


Phase One

An initial group of 4,580 faculty and staff received an invitation to participate.

Phase one participation is limited to no more than 500 as we develop the initiative.

The first 500 employees expressed interest within four hours of the first announcement.



Opportunities to Earn

During phase one, employees can earn up to \$200 across two categories:

Career journey growth

- Communication
- Critical thinking
- Emotional intelligence
- Leading and coaching
- Driving change
- Setting goals



Financial well-being

- Budgeting
- Investing
- Saving for goals
- Financial Literacy 101



UK INVESTS FOR EMPLOYEES



Earnings so far

As of April 20, 284 employees have completed at least one activity and received a payment to their UK Invests account.

Total contributions
\$23,100

Further Expansion

After reviewing the results from this semester, we will begin a plan to roll out UK Invests for Employees to all faculty and staff.

We also will consider expanding earnings opportunities to include categories such as wellness, community service, etc.

HR TECHNOLOGY

HR TECHNOLOGY

Workday and UKG Go-Live Recap

Workday and UKG completed go-live on March 29 and April 1 for UK King's Daughters and UK St. Claire

"Using the UKG mobile app at my worksite has been incredibly convenient. I can check my schedule, request time off and manage shifts all in one place."

"The system is straightforward and user-friendly."

"I love that once the schedule is entered and saved, it automatically posts to my timecard. It eliminates extra steps and reduces mistakes."



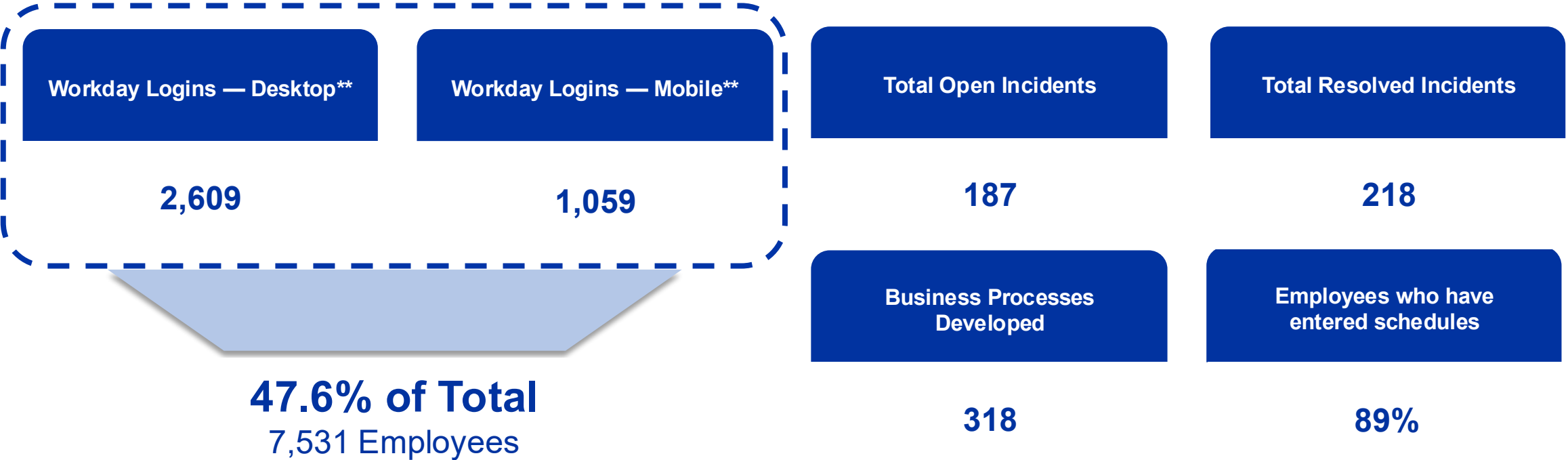
Enterprise Resource Planning (ERP) system that integrates and automates various business processes, including finance, human resources and the supply chain. It enables streamlined processes, enhanced efficiency and informed decision making with real-time data analytics.



Comprehensive platform for employees and managers to handle timekeeping and attestation, scheduling, leave management, attendance management, historical corrections, access and delegation, reporting and analytics.

Following the April 1 Workday go-live, the team is focused on maintaining a smooth transition and tracking upcoming milestones.

Key Figures*



Areas of focus:

- ✓ Linkblue access and password reset
- ✓ Time off accruals
- ✓ Supplier records

*as of April 3 at 5 p.m.

**unique logins

HR Contact Center

Went live on March 30.

Goals

- Empower employees and managers to resolve routine HR needs through self-service.
- Centralize Tier 1 HR support for efficiency and consistency.
- Provide a single, centralized “front door” for HR support across UKKD and UKSC (starting April 1) and Champions Blue and Beyond Blue (starting July 1).

53%

of total inbound calls to
have been related to
UKKD/UKSC

79%

of total cases for
UKKD/UKSC have
been received via
email

19

total escalated cases

269

total cases for
UKKD/UKSC that have
been resolved

As of April 20, 2026

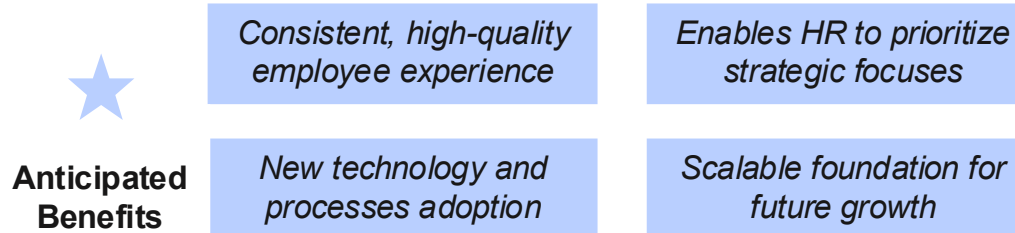
HR Contact Center

OPERATIONS

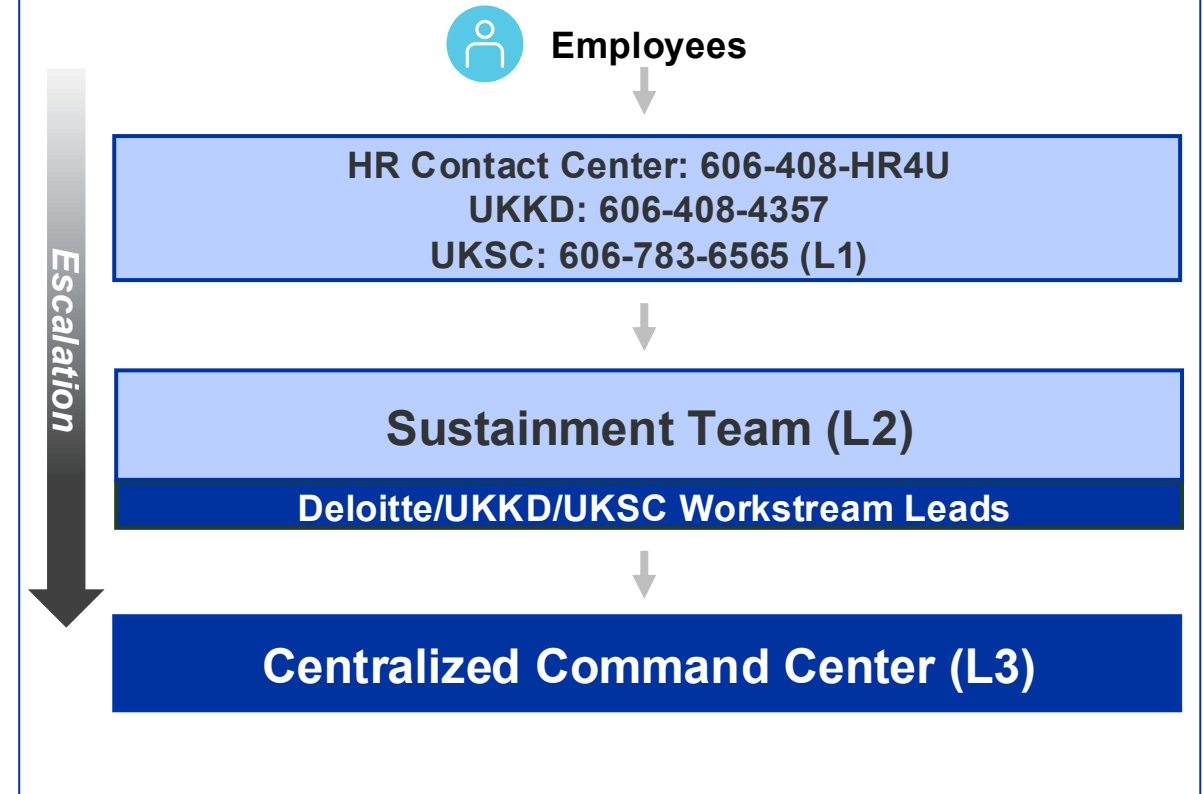
 **Operating hours:** Monday-Friday, 7:30 a.m.-5 p.m. (excluding holidays)

 **Primary channels:** Phone, case/web form, email

 **Scope of support:** Payroll, benefits, timekeeping, employee data management, basic HR policy/process inquiries, system access, leave requests, general HR info



ESCALATION



Salesforce Early Impact

What's changed

- Single, modern entry point for HR support already improving how employees get help.
- Most questions resolved at first contact, reducing frustration and repeat outreach.

Why it matters

- Employees experience faster answers, fewer handoffs and clearer outcomes.
- HR support feels simpler, more accessible and more responsive.

What's next

- Reduce answer times.
- Continue optimizing workflows.
- Build reporting to better understand what employees are asking and where we can improve onboarding and communication.



QUESTIONS

